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# UNITED STATES DISTRICT COURT FOR THE DISTRICT OF NEW JERSEY

WILFREDO PARRISH, on behalf of himself and all others similarly situated,

Plaintiff(s),

-against-

CENTRAL CREDIT SERVICES LLC and JOHN DOES 1-25,

Defendant(s).

Civil Case Number:

### **CIVIL ACTION**

CLASS ACTION COMPLAINT AND DEMAND FOR JURY TRIAL

# LOCAL CIVIL RULE 10.1 STATEMENT

1. The mailing addresses of the parties to this action are:

WILFREDO PARRISH 41 Hamilton Street Allentown, New Jersey 08501

CENTRAL CREDIT SERVICES LLC 9550 Regency Square Boulevard Suite 500A Jacksonville, Florida 32225

# PRELIMINARY STATEMENT

2. Plaintiff on behalf of himself and all others similarly situated ("Plaintiff"), by and through his attorneys, alleges that Defendants, CENTRAL CREDIT SERVICES LLC

("CENTRAL CREDIT") and JOHN DOES 1-25 their employees, agents and successors (collectively "Defendants") violated 15 U.S.C. § 1692 *et seq.*, the Fair Debt Collection Practices Act (hereinafter "FDCPA"), which prohibits debt collectors from engaging in abusive, deceptive and unfair practices.

# JURISDICTION AND VENUE

- 3. This Court has jurisdiction over this action pursuant to 28 U.S.C. § 1331. This is an action for violations of 15 U.S.C. § 1692 *et seq*.
- 4. Venue is proper in this district under 28 U.S.C. §1391(b) and 15 U.S.C. § 1692k(d) because the acts of the Defendant that give rise to this action, occurred in substantial part, in this district.

#### **DEFINITIONS**

5. As used in this complaint, the terms "creditor," "consumer," "debt" and "debt collector" are defined at 15 U.S.C. § 1692a.

### **PARTIES**

- 6. Plaintiff is a natural person, a resident of Monmouth County, New Jersey and is a "Consumer" as defined by 15 U.S.C. § 1692a(3).
- 7. CENTRAL CREDIT maintains a location at 9550 Regency Square Boulevard, Suite 500A, Jacksonville, Florida 32225.
- 8. CENTRAL CREDIT uses the instrumentalities of interstate commerce or the mails to engage in the principal business of collecting debt and/or to regularly engage in the collection or attempt to collect debt asserted to be due or owed to another.
- 9. CENTRAL CREDIT is a "Debt Collector" as that term is defined by 15 U.S.C. § 1692(a)(6).

10. John Does 1-25, are currently unknown Defendants whose identities will be obtained in discovery and at that time will be made parties to this action pursuant to the Federal Rules of Civil Procedure (hereinafter "FRCP"); Rule 15, Rule 20 and Rule 21. Plaintiff's claims against the currently unknown Defendants arise out of the same transaction, occurrence or series of transactions arising from known Defendant's actions and are due to common questions of law and fact whose joinder will promote litigation and judicial efficiency.

# **CLASS ACTION ALLEGATIONS**

- 11. Plaintiff brings this action as a state-wide class action, pursuant to Rule 23 of the FRCP, on behalf of himself and all New Jersey consumers and their successors in interest (the "Class"), who were sent debt collection letters and/or notices from the Defendant, in violation of the FDCPA, as described in this Complaint.
- 12. This Action is properly maintained as a class action. The Class is initially defined as:

All New Jersey consumers who were sent letters and/or notices from CENTRAL CREDIT concerning a debt owned by ALLY FINANCIAL, which included the alleged conduct and practices described herein.

The class definition may be subsequently modified or refined. The Class period begins one year prior to the filing of this Action.

- 13. The Class satisfies all the requirements of Rule 23 of the FRCP for maintaining a class action:
  - a. <u>Numerosity:</u> The Class is so numerous that joinder of all members is impracticable because there are hundreds and/or thousands of persons who were sent debt collection letters and/or notices from the Defendant(s) that

violate specific provisions of the FDCPA. Plaintiff is complaining about a standard form letter and/or notice that was sent to at least fifty (50) persons (See **Exhibit A**). The undersigned has, in accordance with FRCP Rule 5.2, redacted the financial account numbers and/or personal identifiers in said letter.

- b. <u>Commonality</u>: There are questions of law and fact common to the class members which predominate over questions affecting any individual Class member. These common questions of law and fact include, without limitation:
  - i. Whether the Defendants violated various provisions of the FDCPA
     as set forth herein:
  - ii. Whether Plaintiff and the Class have been injured by the Defendants' conduct;
  - iii. Whether Plaintiff and the Class have sustained damages and are entitled to restitution as a result of Defendants' wrongdoing and if so, what is the proper measure and appropriate statutory formula to be applied in determining such damages and restitution; and
  - iv. Whether Plaintiff and the Class are entitled to declaratory relief.
- c. <u>Typicality:</u> Plaintiff's claims are typical of the Class, which all arise from the same operative facts and are based on the same legal theories.
- d. Adequacy of Representation: Plaintiff has no interest adverse or antagonistic to the interest of the other members of the Class. Plaintiff will

fairly and adequately protect the interest of the Class and has retained experienced and competent attorneys to represent the Class.

- 14. A Class Action is superior to other methods for the fair and efficient adjudication of the claims herein asserted. Plaintiff anticipates no unusual difficulties in the management of this class action.
- 15. A Class Action will permit large numbers of similarly situated persons to prosecute their common claims in a single forum simultaneously and without the duplication of effort and expense that numerous individual actions would engender. Class treatment will also permit the adjudication of relatively small claims by many Class members who could not otherwise afford to seek legal redress for the wrongs complained of herein. Absent a Class Action, class members will continue to suffer losses of statutory protected rights as well as damages.
- 16. Defendant(s) have acted on grounds generally applicable to the entire Class, thereby making appropriate final relief with respect to the Class as a whole.

#### STATEMENT OF FACTS

- 17. Plaintiff is at all times to this lawsuit, a "consumer" as that term is defined by 15 U.S.C. § 1692a(3).
- 18. At some time prior to May 7, 2018, Plaintiff allegedly incurred a financial obligation to ALLY FINANCIAL ("ALLY").
- 19. Plaintiff allegedly incurred the ALLY obligation in connection with the purchase and/or lease of a motor vehicle.
- 20. The ALLY obligation arose out of a transaction, in which money, property, insurance or services, which are the subject of the transaction, are primarily for personal, family or household purposes.

- 21. Plaintiff incurred the ALLY obligation by obtaining goods and services which were primarily for personal, family and household purposes.
- 22. The ALLY obligation did not arise out of a transaction that was for non-personal use.
  - 23. The ALLY obligation did not arise out of a transaction that was for business use.
  - 24. The ALLY obligation is a "debt" as defined by 15 U.S.C. § 1692a(5).
  - 25. ALLY is a "creditor" as defined by 15 U.S.C. § 1692a(4).
- 26. On or before May 7, 2018, ALLY referred the ALLY obligation to CENTRAL CREDIT for the purpose of collections.
- 27. At the time the ALLY obligation was referred to CENTRAL CREDIT the ALLY obligation was past due.
- 28. At the time the ALLY obligation was referred to CENTRAL CREDIT the ALLY obligation was in default pursuant to the terms of the agreement creating the obligation and/or by operation of law.
- 29. Prior to the ALLY obligation being referred to CENTRAL CREDIT for the purpose of collections, the motor vehicle that was the subject of the ALLY obligation was subjected to repossession procedures in accordance with the Uniform Commercial Code.
- 30. Prior to the ALLY obligation being referred to CENTRAL CREDIT for the purpose of collections, a credit was applied to the obligation due to the sale of the motor vehicle that was the subject of the ALLY obligation in accordance with the Uniform Commercial Code.
- 31. Defendants caused to be delivered to Plaintiff a letter dated May 7, 2018, which was addressed to Plaintiff. A copy of said letter is annexed hereto as **Exhibit A**, which is fully incorporated herein by reference.

- 32. The May 7, 2018 letter was sent to Plaintiff in connection with the collection of the ALLY obligation.
  - 33. The May 7, 2018 letter is a "communication" as defined by 15 U.S.C. § 1692a(2).
- 34. The May 7, 2018 letter is the initial written communication sent from Defendant to the Plaintiff.
  - 35. Upon receipt, Plaintiff read the May 7, 2018 letter.
- 36. The May 7, 2018 letter provides the following information regarding the balance claimed due on the ALLY obligation:

Balance:

\$11,733.14

- 37. The May 7, 2018 letter did not itemize or breakdown the amount of the debt by principal, interest, fees, other charges and/or credits.
- 38. The outstanding balance claimed to be due by Defendants on the ALLY obligation as of May 7, 2018 included an amount for interest, fees, other charges and/or credits.
- 39. The May 7, 2018 letter did not inform Plaintiff that the amount of the debt included an amount for interest.
- 40. The May 7, 2018 letter did not inform Plaintiff that the amount of the debt included an amount for costs and/or fees, including but not limited to excess mileage charges and "wear and tear" charges.
- 41. The May 7, 2018 letter did not inform Plaintiff that the amount of the debt included amounts incurred in connection with repossession procedures in accordance with the Uniform Commercial Code.

- 42. The May 7, 2018 letter did not inform Plaintiff that the amount of the debt included a credit being applied to the obligation due to the sale of the motor vehicle that was the subject of the ALLY obligation in accordance with the Uniform Commercial Code.
- than the mere inclusion of the statutory debt validation notice in the debt collection letter the required notice must also be conveyed effectively to the debtor." Wilson v. Quadramed Corp., 225 F.3d 350 at 354 (3d Cir. 2000); (citing Swanson v. Southern Oregon Credit Serv., Inc., 869 F.2d 1222, 1224 (9th Cir. 1988)); see also Graziano v. Harrison, 950 F.2d 107, 111 (3d Cir. 1991). See also Grubb v. Green Tree Servicing, 2014 WL 3696126, at \*9 (D.N.J. July 24, 2014), Grubb v. Green Tree Servicing, 2017 WL 3191521 at \*5 (D.N.J. July 27, 2017).
- 44. CENTRAL CREDIT knew or should have known that its actions violated the FDCPA.
- 45. Defendants could have taken the steps necessary to bring their actions within compliance with the FDCPA, but neglected to do so and failed to adequately review its actions to ensure compliance with the law.

# POLICIES AND PRACTICES COMPLAINED OF

- 46. It is Defendants' policy and practice to send written collection communications, in the form annexed hereto as **Exhibit A**, which violate the FDCPA, by *inter alia*:
  - (a) Using false, deceptive or misleading representations or means in connection with the collection of a debt; and
  - (b) Making a false representation of the character, amount or legal status of the debt;
  - (c) Using a false representation or deceptive means in connection with the collection of a debt; and
  - (d) Failing to effectively convey the amount of the debt.

47. Defendants have sent written communications in the form annexed hereto as **Exhibit A**, to at least 50 natural persons in the state of New Jersey within one year of this Complaint.

#### **COUNT I**

# FAIR DEBT COLLECTION PRACTICES ACT, 15 U.S.C. § 1692 et seq. VIOLATIONS

- 48. Plaintiff, on behalf of himself and others similarly situated, repeats and realleges all prior allegations as if set forth at length herein.
- 49. Collection letters and/or notices, such as those sent by Defendants, are to be evaluated by the objective standard of the hypothetical "least sophisticated consumer."
- 50. Defendant's letter would cause the least sophisticated consumer to be confused about his or her rights.
- 51. Defendant's letter would cause the least sophisticated consumer to be confused concerning the basis for the amount of the debt.
- 52. Defendant's letter would cause the least sophisticated consumer to believe that the amount of debt only consisted of principal.
- 53. Defendants' attempt to collect the alleged debt without first effectively conveying the amount of the debt violated various provisions of the FDCPA including but not limited to: 15 U.S.C. § 1692e; § 1692e(2)(A); § 1692e(10); and § 1692g(a)(1).
- 54. Defendants violated 15 U.S.C. § 1692e of the FDCPA by using any false, deceptive or misleading representation or means in connection with their attempts to collect debts from Plaintiff and others similarly situated.

- 55. Defendants violated 15 U.S.C. § 1692e of the FDCPA in connection with their communications to Plaintiff and others similarly situated.
- 56. Defendants violated 15 U.S.C. § 1692e of the FDCPA by not disclosing that the amount allegedly due on the ALLY obligation included an amount for interest, fees, other charges and/or credits.
- 57. 15 U.S.C. § 1692e(2)(A) of the FDCPA prohibits a debt collector from making a false representation of the character, amount or legal status of a debt.
- 58. Defendants violated 15 U.S.C. § 1692e(2)(A) by making false representations of the character, amount or legal status of a debt.
- 59. By failing to disclose that the amount allegedly due on the ALLY obligation included an amount for interest, fees, other charges and/or credits, Defendants made a false representation of the character, amount or legal status of a debt.
- 60. 15 U.S.C. § 1692e(10) prohibits the use of any false representation or deceptive means to collect or attempt to collect any debt.
- 61. Defendants failure to disclose that the amount allegedly due on the ALLY obligation included an amount for interest, fees, other charges and/or credits violated 15 U.S.C. § 1692e(10).
- 62. 15 U.S.C. § 1692g(a)(1) of the FDCPA requires that the debt collector effectively convey the amount of the debt.
- 63. Defendants violated 15 U.S.C. § 1692g(a)(1) by failing to itemize the components that comprised the amount of the debt.
- 64. Defendants violated 15 U.S.C. § 1692g(a)(1) by presenting the amount of the debt as a single lump sum.

- 65. Defendants violated 15 U.S.C. § 1692g(a)(1) by failing to provide a itemization of the obligation by principal, interest, fees, other charges and/or credits.
- 66. Congress enacted the FDCPA in part to eliminate abusive debt collection practices by debt collectors.
- 67. Plaintiff and others similarly situated have a right to free from abusive debt collection practices by debt collectors.
- 68. Plaintiff and others similarly situated have a right to receive proper notices as mandated by the FDCPA.
- 69. Plaintiff and others similarly situated were sent letters, which could have affected their decision-making with regard to the debt.
- 70. Plaintiff and others similarly situated have suffered harm as a direct result of the abusive, deceptive and unfair collection practices described herein.
- 71. Plaintiff has suffered damages and other harm as a direct result of Defendants actions, conduct, omissions and violations of the FDCPA described herein.

# WHEREFORE, Plaintiff demands judgment against Defendants as follows:

- (a) Declaring that this action is properly maintainable as a Class Action and certifying Plaintiff as Class representative and his attorneys as Class Counsel;
  - (b) Awarding Plaintiff and the Class statutory damages;
  - (c) Awarding Plaintiff and the Class actual damages;
  - (d) Awarding pre-judgment interest;
  - (e) Awarding post-judgment interest.
- (f) Awarding Plaintiff costs of this Action, including reasonable attorneys' fees and expenses; and

Awarding Plaintiff and the Class such other and further relief as the Court (g) may deem just and proper.

## **DEMAND FOR TRIAL BY JURY**

Pursuant to Rule 38 of the Federal Rules of Civil Procedure, Plaintiff hereby requests a trial by jury on all issues so triable.

Dated: November 29, 2018

Respectfully submitted,

By:

s/Ben A. Kaplan Ben A. Kaplan, Esq. (NJ 0337712008)

CHULSKY KAPLAN, LLC 280 Prospect Avenue, 6G Hackensack, New Jersey 07601 Phone (877) 827-3395 ex 102 Cell Phone: (201) 803-6611

Fax: (877) 827-3394; (866) 596-4973

ben@chulskykaplanlaw.com Attorneys for Plaintiff

# **CERTIFICATION PURSUANT TO LOCAL RULE 11.2**

I, hereby certify that the matter in controversy is not the subject of any other court, arbitration or administrative proceeding.

Dated: November 29, 2018

s/Ben A. Kaplan

Ben A. Kaplan, Esq. (NJ 0337712008) CHULSKY KAPLAN, LLC 280 Prospect Avenue, 6G Hackensack, New Jersey 07601 Phone (877) 827-3395 ex 102 Cell Phone: (201) 803-6611 Fax: (877) 827-3394

ben@chulskykaplanlaw.com Attorneys for Plaintiff

# EXHIBIT A

Sox 1259, Pept. #119195
ks, pA 19456
turn Mail Only - No Correspondence or Payments

Central Credit Services LLC 9550 Regency Square Blvd Suite 500A Jacksonville, FL 32225 (888) 682-2298

OFFICE HOURS (EST) 8AM-9PM MONDAY - THURSDAY 8AM-5PM FRIDAY

WILFREDO PARRISH
WILFREDO PARRISH
WI HAMILTON ST
ALLENTOWN NJ 08501-1640

Central Credit #: 10283503 May 07, 2018

Creditor: ALLY FINANCIAL 952594736 : \$11,733.14

in has been sent to us for collection. If you are unable to remit the balance of your account, we kindly ask that act our office so we can assist you in the repayment of your account. The preceding information does not ur rights set forth below.

ou notify this office within 30 days after receiving this notice that you dispute the validity of this debt or any ereof, this office will assume this debt is valid. If you notify this office in writing within 30 days after receiving a that you dispute the validity of this debt or any portion thereof, this office will obtain verification of the debt or copy of a judgment and mail you a copy of such judgment or verification. If you request this office in writing days after receiving this notice, this office will provide you with the name and address of the original creditor, the from the current creditor.

redit Services

numication is from a debt collector. This is an attempt to collect a debt and any information obtained shall be nat purpose. Calls to or from this company may be monitored or recorded for quality assurance.

# 

JS 44 (Rev. 07/16)

# **CIVIL COVER SHEET**

The JS 44 civil cover sheet and the information contained herein neither replace nor supplement the filing and service of pleadings or other papers as required by law, except as provided by local rules of court. This form, approved by the Judicial Conference of the United States in September 1974, is required for the use of the Clerk of Court for the purpose of initiating the civil docket sheet. (SEE INSTRUCTIONS ON NEXT PAGE OF THIS FORM.)

. (a) PLAINTIFFS PARRISH WILFREDO on behalf of himself and all others similarly situated				DEFENDANTS CENTRAL CREDIT SERVICES LLC AND JOHN DOES 1-25			
(b) County of Residence of First Listed Plaintiff MONMOUTH COUNTY  (EXCEPT IN U.S. PLAINTIFF CASES)				County of Residence of First Listed Defendant  (IN U.S. PLAINTIFF CASES ONLY)  NOTE: IN LAND CONDEMNATION CASES, USE THE LOCATION OF THE TRACT OF LAND INVOLVED.			
(c) Attorneys (Firm Name, Address, Email and Telephone Number)				Attorneys (If Known)			
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ii. Brisis of vertical films in a manufacturing				(For Diversity Cases Only) and One Box for Defendant) PTF DEF PTF DEF			
J 1 U.S. Government Plaintiff			Citiz	en of This State	1 🗇 1 Incorporate	d or Principal Place	
2 U.S. Government Defendant	☐ 4 Diversity (Indicate Citizenship of Parties in Item III)		Citiz	en of Another State		and Principal Place 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5	
				itizen or Subject of a 3 3 Foreign Nation 6 6 6 Foreign Country			
IV. NATURE OF SUIT		ly) RTS	F	ORFEITURE/PENALTY	BANKRUPTCY	OTHER STATUTES	
110 Insurance 120 Marine 130 Miller Act	PERSONAL INJURY  310 Airplane  315 Airplane Product	DNAL INJURY plane product Prod		25 Drug Related Seizure of Property 21 USC 881 90 Other	☐ 422 Appeal 28 USC 15☐ 423 Withdrawal 28 USC 157	376 Qui Tam (31 USC 3729(a))	
☐ 140 Negotiable Instrument☐ 150 Recovery of Overpayment	Liability ☐ 320 Assault, Libel &	☐ 367 Health Care/ Pharmaceutical			PROPERTY RIGHT	□ 400 State Reapportionment □ 410 Antitrust □ 430 Banks and Banking	
& Enforcement of Judgment  151 Medicare Act	330 Federal Employers'	Personal Injury Product Liability			820 Copyrights 830 Patent	☐ 450 Commerce	
☐ 152 Recovery of Defaulted Student Loans	Liability  340 Marine	368 Asbestos Persona Injury Product	1		☐ 840 Trademark	☐ 460 Deportation ☐ 470 Racketeer Influenced and	
(Excludes Veterans)  153 Recovery of Overpayment	☐ 345 Marine Product Liability	Liability PERSONAL PROPE	RTY 🗇 7	LABOR 10 Fair Labor Standards	SOCIAL SECURITY  ☐ 861 HIA (1395ff)	■ 480 Consumer Credit	
of Veteran's Benefits  160 Stockholders' Suits	☐ 350 Motor Vehicle ☐ 355 Motor Vehicle	☐ 370 Other Fraud☐ 371 Truth in Lending	0.7	Act 20 Labor/Management	☐ 862 Black Lung (923) ☐ 863 DIWC/DIWW (40		
☐ 190 Other Contract☐ 195 Contract Product Liability	Product Liability  360 Other Personal	☐ 380 Other Personal Property Damage	. 07	Relations 40 Railway Labor Act	☐ 864 SSID Title XVI ☐ 865 RSI (405(g))	Exchange  890 Other Statutory Actions	
196 Franchise	Injury  362 Personal Injury -	☐ 385 Property Damage Product Liability	1	51 Family and Medical Leave Act		<ul><li>891 Agricultural Acts</li><li>893 Environmental Matters</li></ul>	
	Medical Malpractice	•		90 Other Labor Litigation	FEDERAL TAX SU	ITS 895 Freedom of Information	
REAL PROPERTY  ☐ 210 Land Condemnation	CIVIL RIGHTS  ☐ 440 Other Civil Rights	PRISONER PETITIO Habeas Corpus:	NS   D /	91 Employee Retirement Income Security Act	☐ 870 Taxes (U.S. Plaint	tiff 396 Arbitration	
<ul><li>220 Foreclosure</li><li>230 Rent Lease &amp; Ejectment</li></ul>	☐ 441 Voting ☐ 442 Employment	☐ 463 Alien Detainee ☐ 510 Motions to Vacat	te		or Defendant)  871 IRS—Third Party	☐ 899 Administrative Procedure Act/Review or Appeal of	
☐ 240 Torts to Land ☐ 245 Tort Product Liability	☐ 443 Housing/ Accommodations	Sentence  530 General			26 USC 7609	Agency Decision  950 Constitutionality of	
290 All Other Real Property	☐ 445 Amer. w/Disabilities -	535 Death Penalty		IMMIGRATION		State Statutes	
	Employment  446 Amer. w/Disabilities -	Other:  540 Mandamus & Other		62 Naturalization Application 65 Other Immigration			
	Other  448 Education	☐ 550 Civil Rights ☐ 555 Prison Condition		Actions			
		☐ 560 Civil Detainee - Conditions of					
		Confinement					
V. ORIGIN (Place an "X" in One Box Only)  1 Original 2 Removed from Proceeding State Court Appellate Court Appellate Court State Court State Court Proceeding State Court Stat							
Cite the U.S. Civil Statute under which you are filing ( <i>Do not cite jurisdictional statutes unless diversity</i> ): 15 U.S.C. 1692							
VI. CAUSE OF ACTION  Brief description of cause: FDCPA violation							
VII. REQUESTED IN COMPLAINT: CHECK IF THIS IS A CLASS ACTION UNDER RULE 23, F.R.Cv.P.				DEMAND S CHECK YES only if demanded in complaint:  JURY DEMAND:   Yes □ No			
VIII. RELATED CASE(S)  IF ANY  See instructions):  JUDGE  DOCKET NUMBER						ER	
DATE 11/29/2018	signature of attorney of record s/ Ben Kaplan						
FOR OFFICE USE ONLY		3/ Don Napidi	,				
	MOUNT	APPLYING IFP		JUDGE	М	IAG. JUDGE	